

**ESPAÑOLA/RIO ARriba E-911 CENTER
YEARLY CALLS FOR SERVICE BY AGENCY**

		2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 YTD*	2017 Estimate*
City of Española		22,995	23,063	27,443	28,927	25,454	21,143	20,806	20,557	19,116	6,625	17,523
	EPD	19,134	19,727	23,226	24,360	21,170	17,508	16,904	16,636	15,017	4,891	12,936
	EFD	2,402	1,547	2,119	2,695	2,747	2,357	2,605	2,648	2,699	1,160	3,068
	EDC	511	631	741	575	530	468	494	559	723	320	846
	EAC	645	785	877	941	743	501	579	534	494	206	545
	EUT	258	311	332	234	173	228	137	123	146	43	114
	EST	45	62	148	122	91	81	87	57	37	5	13
Rio Arriba County		17,034	19,545	20,911	21,820	23,638	23,824	22,602	22,891	22,593	6,787	17,951
	RASO	9,453	12,065	13,017	13,208	13,814	14,909	12,559	12,915	10,691	3,556	9,405
	RACFR	2,279	2,163	2,410	2,979	4,448	3,920	4,593	4,731	5,961	1,077	2,849
	RAOEM	97	79	87	105	121	98	64	32	55	23	61
	RAAC	118	170	175	212	187	207	239	185	337	164	434
	CRDS	23	12	35	22	28	38	50	38	32	0	0
	Espanola EMS	4,442	4,468	4,598	4,776	4,489	4,140	4,564	4,561	5,024	1,783	4,716
	TA EMS	622	588	589	518	551	512	533	429	493	184	487
Ohkay Owingeh PD		4,423	5,272	4,401	9,068	5,799	4,260	5,961	5,687	3,516	598	1,582
Transfers												
<i>New Mexico State Police</i>		<i>Not Tracked</i>			829	1,922	2,119	2,017	1,132	1,563	198	524
<i>Santa Clara Police Dept.</i>		<i>Not Tracked</i>			93	163	109	119	108	96	73	193
<i>Jicarilla Apache Nation</i>		<i>Not Tracked</i>			61	285	232	318	376	276	54	143
<i>Sandoval County</i>		<i>Not Tracked</i>					30	57	63	63	27	71
<i>Santa Fe County</i>		<i>Not Tracked</i>					182	418	363	513	227	600
<i>San Juan County</i>		<i>Not Tracked</i>					69	123	111	104	18	48
<i>Taos County</i>		<i>Not Tracked</i>					47	80	54	49	61	161
Total:		44,452	47,880	52,755	60,798	57,261	52,015	52,501	51,342	47,889	14,668	38,796
ERA911 Center Stats		138,981	140,462	180,517	184,454	190,305	164,220	158,097	162,087	169,534	60,405	159,767
	911 Land Line	13,182	8,421	8,822	8,416	7,286	6,296	6,297	5,807	6,223	2,084	5,512
	911 Wireless	13,504	14,380	18,773	21,046	20,972	20,511	20,705	20,161	20,340	7,197	19,036
	Admin Lines	30,736	35,553	64,061	69,239	72,636	59,086	59,652	51,213	54,243	20,303	53,700
	Auto Attendant	79,861	81,050	87,238	84,201	88,179	77,343	70,525	84,818	88,665	30,802	81,469
	Door Phone	1,698	1,058	1,623	1,552	1,232	984	918	88	63	19	50

*YTD and Estimate - Approximate numbers only based on call data from 01/01/2017 thru 05/19/2017 - Does not include busy summer months and yearly large events

% of Total Calls	% Change 2015-2016
39.92%	-7.01%
31.36%	-9.73%
5.64%	1.93%
1.51%	29.34%
1.03%	-7.49%
0.30%	18.70%
0.08%	-35.09%
47.18%	-1.30%
22.32%	-17.22%
12.45%	26.00%
0.11%	71.88%
0.70%	82.16%
0.07%	-15.79%
10.49%	10.15%
1.03%	14.92%
7.34%	-38.17%
3.26%	38.07%
0.20%	-11.11%
0.58%	-26.60%
0.13%	0.00%
1.07%	41.32%
0.22%	-6.31%
0.10%	-9.26%

	4.59%
3.67%	7.16%
12.00%	0.89%
32.00%	5.92%
52.30%	4.54%
0.04%	-28.41%